**Environmental Quality**

## First Contact Resolution

First contact resolution tracks DTS' efforts to resolve customer incidents on initial contact.
Cells displayed show the number of incidents resolved on first contact during the reporting period.

| Customer Company | Assigned Group | Assigned to Individual | **Top Number - Total Incidents** **Bottom Number - First Contact Resolution** | | |
| --- | --- | --- | --- | --- | --- |
| | | | Low | Medium | FCR Total |
| Environmental Quality | Application Services | Dustin Crump | 1 0 | 0 0 | 1 0 |
| | | Martin Gonzalez | 3 3 | 0 0 | 3 3 |
| | | Tony Larsen | 1 0 | 0 0 | 1 0 |
| | | **Assigned to Individual Total** | 5 3 | 0 0 | 5 3 |
| | Campus Networking | Robert Ryan | 1 0 | 0 0 | 1 0 |
| | | **Assigned to Individual Total** | 1 0 | 0 0 | 1 0 |
| | Help Desk | Brenda Treadway | 6 6 | 0 0 | 6 6 |
| | | Eileen Dubach | 4 4 | 0 0 | 4 4 |
| | | James Stearns | 3 3 | 0 0 | 3 3 |
| | | Vicky Marrelli | 6 6 | 0 0 | 6 6 |
| | | **Assigned to Individual Total** | 19 19 | 0 0 | 19 19 |

**Environmental Quality**

| | | | Low | Medium | FCR Total |
|---|---|---|---|---|---|
| Environmental Quality | Metro B Desktop Support | Anthony Booyse | 11<br>2 | 0<br>0 | 11<br>2 |
| | | Austin Farey | 4<br>0 | 1<br>0 | 5<br>0 |
| | | Bill Crowther | 23<br>3 | 0<br>0 | 23<br>3 |
| | | Cindy Reed | 1<br>0 | 0<br>0 | 1<br>0 |
| | | Jay Locker | 13<br>0 | 0<br>0 | 13<br>0 |
| | | Mike Wilde | 6<br>0 | 1<br>0 | 7<br>0 |
| | | Peter Musser | 7<br>1 | 0<br>0 | 7<br>1 |
| | | Sean Chadbourne | 2<br>0 | 0<br>0 | 2<br>0 |
| | | Stephanie Young | 5<br>0 | 0<br>0 | 5<br>0 |
| | | Tyler Pearce | 3<br>1 | 0<br>0 | 3<br>1 |
| | | **Assigned to Individual Total** | 75<br>7 | 2<br>0 | 77<br>7 |
| | Metro B Help Desk | Gary Graham | 7<br>6 | 0<br>0 | 7<br>6 |
| | | Janet Hongsyvilay | 2<br>2 | 0<br>0 | 2<br>2 |
| | | Tyler Pearce | 21<br>4 | 0<br>0 | 21<br>4 |

**Environmental Quality**

| | | | Low | Medium | FCR Total |
|---|---|---|---|---|---|
| Environmental Quality | Metro B Help Desk | Val Shepherd | 11<br>9 | 0<br>0 | 11<br>9 |
| | | **Assigned to Individual Total** | 41<br>21 | 0<br>0 | 41<br>21 |
| | Metro C Help Desk | Reed Stohel | 1<br>1 | 0<br>0 | 1<br>1 |
| | | **Assigned to Individual Total** | 1<br>1 | 0<br>0 | 1<br>1 |
| | Metro C West Desktop Support | Torrens Arnold | 1<br>1 | 0<br>0 | 1<br>1 |
| | | **Assigned to Individual Total** | 1<br>1 | 0<br>0 | 1<br>1 |
| | Metro D Hosting | Sean McMillan | 1<br>0 | 0<br>0 | 1<br>0 |
| | | **Assigned to Individual Total** | 1<br>0 | 0<br>0 | 1<br>0 |
| | Network Operations | Dave Bodily | 1<br>0 | 0<br>0 | 1<br>0 |
| | | Jeff Reed | 1<br>0 | 0<br>0 | 1<br>0 |
| | | **Assigned to Individual Total** | 2<br>0 | 0<br>0 | 2<br>0 |
| | Strategic Communications | Kerry Williamson | 1<br>0 | 0<br>0 | 1<br>0 |
| | | Luis Larios | 4<br>0 | 0<br>0 | 4<br>0 |
| | | **Assigned to Individual Total** | 5<br>0 | 0<br>0 | 5<br>0 |

## Environmental Quality

| | | | Low | Medium | FCR Total |
|---|---|---|---|---|---|
| Environmental Quality | Technical Lead/Project Manager | Martin Gonzalez | 1<br>1 | 0<br>0 | 1<br>1 |
| | | **Assigned to Individual Total** | 1<br>1 | 0<br>0 | 1<br>1 |
| | Voice Operations | Gail Christiansen | 1<br>0 | 0<br>0 | 1<br>0 |
| | | Julie Sabato | 2<br>0 | 0<br>0 | 2<br>0 |
| | | Kelly Johnson | 1<br>0 | 1<br>0 | 2<br>0 |
| | | Leon Owen | 4<br>0 | 0<br>0 | 4<br>0 |
| | | Romanza Hamblin Sorensen | 2<br>2 | 0<br>0 | 2<br>2 |
| | | **Assigned to Individual Total** | 10<br>2 | 1<br>0 | 11<br>2 |
| | Voice/Data/WAN Services | Greg Blessing | 1<br>0 | 0<br>0 | 1<br>0 |
| | | Spencer Blodgett | 1<br>0 | 0<br>0 | 1<br>0 |
| | | **Assigned to Individual Total** | 2<br>0 | 0<br>0 | 2<br>0 |
| | **Assigned Group Total** | | 164<br>55 | 3<br>0 | 167<br>55 |
| **Customer Company Total** | | | 164<br>55 | 3<br>0 | 167<br>55 |

**Environmental Quality**

## Missed Initial Response

Missed initial response tracks DTS' efforts to respond to customer incidents in accordance with enterprise standards .
Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and
Critical within 30 clock minutes.
Cells displayed show the number of incident responses that missed the enterprise standards during the reporting period.

| Customer Company | Assigned Group | Assigned to Individual | Top Number - Total Incidents Bottom Number - Missed Inital Response | | |
| --- | --- | --- | --- | --- | --- |
| | | | Low | Medium | MIR Total |
| Environmental Quality | Application Services | Dustin Crump | 1 0 | 0 0 | 1 0 |
| | | Martin Gonzalez | 3 1 | 0 0 | 3 1 |
| | | Tony Larsen | 1 1 | 0 0 | 1 1 |
| | | **Assigned to Individual Total** | 5 2 | 0 0 | 5 2 |
| | Campus Networking | Robert Ryan | 1 0 | 0 0 | 1 0 |
| | | **Assigned to Individual Total** | 1 0 | 0 0 | 1 0 |
| | Help Desk | Brenda Treadway | 6 0 | 0 0 | 6 0 |
| | | Eileen Dubach | 4 0 | 0 0 | 4 0 |
| | | James Stearns | 3 0 | 0 0 | 3 0 |
| | | Vicky Marrelli | 6 0 | 0 0 | 6 0 |
| | | **Assigned to Individual Total** | 19 0 | 0 0 | 19 0 |

**Environmental Quality**

| | | | Low | Medium | MIR Total |
|---|---|---|---|---|---|
| Environmental Quality | Metro B Desktop Support | Anthony Booyse | 11 0 | 0 0 | 11 0 |
| | | Austin Farey | 4 0 | 1 0 | 5 0 |
| | | Bill Crowther | 23 0 | 0 0 | 23 0 |
| | | Cindy Reed | 1 0 | 0 0 | 1 0 |
| | | Jay Locker | 13 0 | 0 0 | 13 0 |
| | | Mike Wilde | 6 0 | 1 0 | 7 0 |
| | | Peter Musser | 7 0 | 0 0 | 7 0 |
| | | Sean Chadbourne | 2 0 | 0 0 | 2 0 |
| | | Stephanie Young | 5 0 | 0 0 | 5 0 |
| | | Tyler Pearce | 3 0 | 0 0 | 3 0 |
| | | **Assigned to Individual Total** | 75 0 | 2 0 | 77 0 |
| | Metro B Help Desk | Gary Graham | 7 0 | 0 0 | 7 0 |
| | | Janet Hongsyvilay | 2 0 | 0 0 | 2 0 |
| | | Tyler Pearce | 21 2 | 0 0 | 21 2 |

**Environmental Quality**

| | | | Low | Medium | MIR Total |
|---|---|---|---|---|---|
| Environmental Quality | Metro B Help Desk | Val Shepherd | 11 0 | 0 0 | 11 0 |
| | | **Assigned to Individual Total** | 41 2 | 0 0 | 41 2 |
| | Metro C Help Desk | Reed Stohel | 1 0 | 0 0 | 1 0 |
| | | **Assigned to Individual Total** | 1 0 | 0 0 | 1 0 |
| | Metro C West Desktop Support | Torrens Arnold | 1 0 | 0 0 | 1 0 |
| | | **Assigned to Individual Total** | 1 0 | 0 0 | 1 0 |
| | Metro D Hosting | Sean McMillan | 1 0 | 0 0 | 1 0 |
| | | **Assigned to Individual Total** | 1 0 | 0 0 | 1 0 |
| | Network Operations | Dave Bodily | 1 0 | 0 0 | 1 0 |
| | | Jeff Reed | 1 0 | 0 0 | 1 0 |
| | | **Assigned to Individual Total** | 2 0 | 0 0 | 2 0 |
| | Strategic Communications | Kerry Williamson | 1 0 | 0 0 | 1 0 |
| | | Luis Larios | 4 1 | 0 0 | 4 1 |
| | | **Assigned to Individual Total** | 5 1 | 0 0 | 5 1 |

**Environmental Quality**

| | | | Low | Medium | MIR Total |
|---|---|---|---|---|---|
| Environmental Quality | Technical Lead/Project Manager | Martin Gonzalez | 1 0 | 0 0 | 1 0 |
| | | **Assigned to Individual Total** | 1 0 | 0 0 | 1 0 |
| | Voice Operations | Gail Christiansen | 1 0 | 0 0 | 1 0 |
| | | Julie Sabato | 2 1 | 0 0 | 2 1 |
| | | Kelly Johnson | 1 0 | 1 0 | 2 0 |
| | | Leon Owen | 4 0 | 0 0 | 4 0 |
| | | Romanza Hamblin Sorensen | 2 0 | 0 0 | 2 0 |
| | | **Assigned to Individual Total** | 10 1 | 1 0 | 11 1 |
| | Voice/Data/WAN Services | Greg Blessing | 1 0 | 0 0 | 1 0 |
| | | Spencer Blodgett | 1 0 | 0 0 | 1 0 |
| | | **Assigned to Individual Total** | 2 0 | 0 0 | 2 0 |
| | **Assigned Group Total** | | 164 6 | 3 0 | 167 6 |
| **Customer Company Total** | | | 164 6 | 3 0 | 167 6 |

**Environmental Quality**

## Average Time To Initial Response

Average time to initial response tracks DTS' efforts in responding to customer incidents based upon established enterprise standards .
Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and
Critical within 30 clock hour minutes.
Cells displayed show the number of incidents and the average time it took DTS to respond to the customer's problem.

| Customer Company | Assigned Group | Assigned to Individual | Top Number - Total Incidents Bottom Number -Average time in hours | | |
| --- | --- | --- | --- | --- | --- |
| | | | Low | Medium | ATTIR Total |
| Environmental Quality | Application Services | Dustin Crump | 1 0.65 | 0 0.00 | 1 0.65 |
| | | Martin Gonzalez | 3 0.99 | 0 0.00 | 3 0.99 |
| | | Tony Larsen | 1 1.57 | 0 0.00 | 1 1.57 |
| | | **Assigned to Individual Total** | 5 1.04 | 0 0.00 | 5 1.04 |
| | Campus Networking | Robert Ryan | 1 0.03 | 0 0.00 | 1 0.03 |
| | | **Assigned to Individual Total** | 1 0.03 | 0 0.00 | 1 0.03 |
| | Help Desk | Brenda Treadway | 6 0.00 | 0 0.00 | 6 0.00 |
| | | Eileen Dubach | 4 0.00 | 0 0.00 | 4 0.00 |
| | | James Stearns | 3 0.09 | 0 0.00 | 3 0.09 |
| | | Vicky Marrelli | 6 0.00 | 0 0.00 | 6 0.00 |
| | | **Assigned to Individual Total** | 19 0.01 | 0 0.00 | 19 0.01 |

## Environmental Quality

| | | | Low | Medium | ATTIR Total |
|---|---|---|---|---|---|
| Environmental Quality | Metro B Desktop Support | Anthony Booyse | 11 0.03 | 0 0.00 | 11 0.03 |
| | | Austin Farey | 4 0.32 | 1 0.16 | 5 0.29 |
| | | Bill Crowther | 23 0.28 | 0 0.00 | 23 0.28 |
| | | Cindy Reed | 1 0.63 | 0 0.00 | 1 0.63 |
| | | Jay Locker | 13 0.34 | 0 0.00 | 13 0.34 |
| | | Mike Wilde | 6 0.27 | 1 0.06 | 7 0.24 |
| | | Peter Musser | 7 0.13 | 0 0.00 | 7 0.13 |
| | | Sean Chadbourne | 2 0.31 | 0 0.00 | 2 0.31 |
| | | Stephanie Young | 5 0.33 | 0 0.00 | 5 0.33 |
| | | Tyler Pearce | 3 0.24 | 0 0.00 | 3 0.24 |
| | | **Assigned to Individual Total** | 75 0.25 | 2 0.11 | 77 0.24 |
| | Metro B Help Desk | Gary Graham | 7 0.11 | 0 0.00 | 7 0.11 |
| | | Janet Hongsyvilay | 2 0.00 | 0 0.00 | 2 0.00 |
| | | Tyler Pearce | 21 0.31 | 0 0.00 | 21 0.31 |

**Environmental Quality**

| | | | Low | Medium | ATTIR Total |
|---|---|---|---|---|---|
| Environmental Quality | Metro B Help Desk | Val Shepherd | 11<br>0.05 | 0<br>0.00 | 11<br>0.05 |
| | | **Assigned to Individual Total** | 41<br>0.19 | 0<br>0.00 | 41<br>0.19 |
| | Metro C Help Desk | Reed Stohel | 1<br>0.00 | 0<br>0.00 | 1<br>0.00 |
| | | **Assigned to Individual Total** | 1<br>0.00 | 0<br>0.00 | 1<br>0.00 |
| | Metro C West Desktop Support | Torrens Arnold | 1<br>0.00 | 0<br>0.00 | 1<br>0.00 |
| | | **Assigned to Individual Total** | 1<br>0.00 | 0<br>0.00 | 1<br>0.00 |
| | Metro D Hosting | Sean McMillan | 1<br>0.58 | 0<br>0.00 | 1<br>0.58 |
| | | **Assigned to Individual Total** | 1<br>0.58 | 0<br>0.00 | 1<br>0.58 |
| | Network Operations | Dave Bodily | 1<br>0.08 | 0<br>0.00 | 1<br>0.08 |
| | | Jeff Reed | 1<br>0.00 | 0<br>0.00 | 1<br>0.00 |
| | | **Assigned to Individual Total** | 2<br>0.04 | 0<br>0.00 | 2<br>0.04 |
| | Strategic Communications | Kerry Williamson | 1<br>0.12 | 0<br>0.00 | 1<br>0.12 |
| | | Luis Larios | 4<br>0.34 | 0<br>0.00 | 4<br>0.34 |
| | | **Assigned to Individual Total** | 5<br>0.30 | 0<br>0.00 | 5<br>0.30 |

**Environmental Quality**

|  |  |  | Low | Medium | ATTIR Total |
|---|---|---|---|---|---|
| Environmental Quality | Technical Lead/Project Manager | Martin Gonzalez | 1<br>0.52 | 0<br>0.00 | 1<br>0.52 |
|  |  | **Assigned to Individual Total** | 1<br>0.52 | 0<br>0.00 | 1<br>0.52 |
|  | Voice Operations | Gail Christiansen | 1<br>0.29 | 0<br>0.00 | 1<br>0.29 |
|  |  | Julie Sabato | 2<br>1.23 | 0<br>0.00 | 2<br>1.23 |
|  |  | Kelly Johnson | 1<br>0.24 | 1<br>0.00 | 2<br>0.12 |
|  |  | Leon Owen | 4<br>0.36 | 0<br>0.00 | 4<br>0.36 |
|  |  | Romanza Hamblin Sorensen | 2<br>0.31 | 0<br>0.00 | 2<br>0.31 |
|  |  | **Assigned to Individual Total** | 10<br>0.51 | 1<br>0.00 | 11<br>0.46 |
|  | Voice/Data/WAN Services | Greg Blessing | 1<br>0.31 | 0<br>0.00 | 1<br>0.31 |
|  |  | Spencer Blodgett | 1<br>0.08 | 0<br>0.00 | 1<br>0.08 |
|  |  | **Assigned to Individual Total** | 2<br>0.20 | 0<br>0.00 | 2<br>0.20 |
|  | **Assigned Group Total** |  | 164<br>0.24 | 3<br>0.07 | 167<br>0.24 |
| **Customer Company Total** |  |  | 164<br>0.24 | 3<br>0.07 | 167<br>0.24 |

**Environmental Quality**

## Missed Resolution

Missed resolution tracks DTS' efforts to resolve customer incidents in accordance with enterprise standards .
Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and
Critical within 2 clock hours.
Cells displayed show the number of incidents that missed the enterprise resolution times during the reporting period.

| | | | Top Number - Total Incidents Bottom Number - Missed Resolution | | |
| --- | --- | --- | --- | --- | --- |
| Customer Company | Assigned Group | Assigned to Individual | Low | Medium | MR Total |
| Environmental Quality | Application Services | Dustin Crump | 1 0 | 0 0 | 1 0 |
| | | Martin Gonzalez | 3 1 | 0 0 | 3 1 |
| | | Tony Larsen | 1 0 | 0 0 | 1 0 |
| | | **Assigned to Individual Total** | 5 1 | 0 0 | 5 1 |
| | Campus Networking | Robert Ryan | 1 0 | 0 0 | 1 0 |
| | | **Assigned to Individual Total** | 1 0 | 0 0 | 1 0 |
| | Help Desk | Brenda Treadway | 6 0 | 0 0 | 6 0 |
| | | Eileen Dubach | 4 0 | 0 0 | 4 0 |
| | | James Stearns | 3 0 | 0 0 | 3 0 |
| | | Vicky Marrelli | 6 0 | 0 0 | 6 0 |
| | | **Assigned to Individual Total** | 19 0 | 0 0 | 19 0 |

**Environmental Quality**

| | | | Low | Medium | MR Total |
|---|---|---|---|---|---|
| Environmental Quality | Metro B Desktop Support | Anthony Booyse | 11<br>0 | 0<br>0 | 11<br>0 |
| | | Austin Farey | 4<br>1 | 1<br>0 | 5<br>1 |
| | | Bill Crowther | 23<br>0 | 0<br>0 | 23<br>0 |
| | | Cindy Reed | 1<br>0 | 0<br>0 | 1<br>0 |
| | | Jay Locker | 13<br>0 | 0<br>0 | 13<br>0 |
| | | Mike Wilde | 6<br>0 | 1<br>0 | 7<br>0 |
| | | Peter Musser | 7<br>0 | 0<br>0 | 7<br>0 |
| | | Sean Chadbourne | 2<br>0 | 0<br>0 | 2<br>0 |
| | | Stephanie Young | 5<br>0 | 0<br>0 | 5<br>0 |
| | | Tyler Pearce | 3<br>0 | 0<br>0 | 3<br>0 |
| | | **Assigned to Individual Total** | 75<br>1 | 2<br>0 | 77<br>1 |
| | Metro B Help Desk | Gary Graham | 7<br>0 | 0<br>0 | 7<br>0 |
| | | Janet Hongsyvilay | 2<br>0 | 0<br>0 | 2<br>0 |
| | | Tyler Pearce | 21<br>0 | 0<br>0 | 21<br>0 |

**Environmental Quality**

|  |  |  | Low | Medium | MR Total |
|---|---|---|---|---|---|
| Environmental Quality | Metro B Help Desk | Val Shepherd | 11<br>0 | 0<br>0 | 11<br>0 |
|  |  | **Assigned to Individual Total** | 41<br>0 | 0<br>0 | 41<br>0 |
|  | Metro C Help Desk | Reed Stohel | 1<br>0 | 0<br>0 | 1<br>0 |
|  |  | **Assigned to Individual Total** | 1<br>0 | 0<br>0 | 1<br>0 |
|  | Metro C West Desktop Support | Torrens Arnold | 1<br>0 | 0<br>0 | 1<br>0 |
|  |  | **Assigned to Individual Total** | 1<br>0 | 0<br>0 | 1<br>0 |
|  | Metro D Hosting | Sean McMillan | 1<br>0 | 0<br>0 | 1<br>0 |
|  |  | **Assigned to Individual Total** | 1<br>0 | 0<br>0 | 1<br>0 |
|  | Network Operations | Dave Bodily | 1<br>1 | 0<br>0 | 1<br>1 |
|  |  | Jeff Reed | 1<br>1 | 0<br>0 | 1<br>1 |
|  |  | **Assigned to Individual Total** | 2<br>2 | 0<br>0 | 2<br>2 |
|  | Strategic Communications | Kerry Williamson | 1<br>0 | 0<br>0 | 1<br>0 |
|  |  | Luis Larios | 4<br>2 | 0<br>0 | 4<br>2 |
|  |  | **Assigned to Individual Total** | 5<br>2 | 0<br>0 | 5<br>2 |

**Environmental Quality**

| Environmental Quality | | | Low | Medium | MR Total |
|---|---|---|---|---|---|
| Environmental Quality | Technical Lead/Project Manager | Martin Gonzalez | 1 1 | 0 0 | 1 1 |
| | | **Assigned to Individual Total** | 1 1 | 0 0 | 1 1 |
| | Voice Operations | Gail Christiansen | 1 0 | 0 0 | 1 0 |
| | | Julie Sabato | 2 0 | 0 0 | 2 0 |
| | | Kelly Johnson | 1 0 | 1 0 | 2 0 |
| | | Leon Owen | 4 0 | 0 0 | 4 0 |
| | | Romanza Hamblin Sorensen | 2 0 | 0 0 | 2 0 |
| | | **Assigned to Individual Total** | 10 0 | 1 0 | 11 0 |
| | Voice/Data/WAN Services | Greg Blessing | 1 0 | 0 0 | 1 0 |
| | | Spencer Blodgett | 1 0 | 0 0 | 1 0 |
| | | **Assigned to Individual Total** | 2 0 | 0 0 | 2 0 |
| | **Assigned Group Total** | | 164 7 | 3 0 | 167 7 |
| **Customer Company Total** | | | 164 7 | 3 0 | 167 7 |

**Environmental Quality**

## Average Time To Resolution

Average time to resolution tracks DTS' efforts to resolve customer incidents based upon established enterprise standards .
Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and
Critical within 2 clock hours.
Cells displayed show the number of incidents and the average time it took DTS to resolve the customer's problem.

| Customer Company | Assigned Group | Assigned to Individual | Top Number - Total Incidents Bottom Number - Average time in hours | | |
| --- | --- | --- | --- | --- | --- |
| | | | Low | Medium | ATTR Total |
| Environmental Quality | Application Services | Dustin Crump | 1 3.27 | 0 0.00 | 1 3.27 |
| | | Martin Gonzalez | 3 9.91 | 0 0.00 | 3 9.91 |
| | | Tony Larsen | 1 1.81 | 0 0.00 | 1 1.81 |
| | | **Assigned to Individual Total** | 5 6.96 | 0 0.00 | 5 6.96 |
| | Campus Networking | Robert Ryan | 1 3.30 | 0 0.00 | 1 3.30 |
| | | **Assigned to Individual Total** | 1 3.30 | 0 0.00 | 1 3.30 |
| | Help Desk | Brenda Treadway | 6 0.00 | 0 0.00 | 6 0.00 |
| | | Eileen Dubach | 4 0.00 | 0 0.00 | 4 0.00 |
| | | James Stearns | 3 0.09 | 0 0.00 | 3 0.09 |
| | | Vicky Marrelli | 6 0.00 | 0 0.00 | 6 0.00 |
| | | **Assigned to Individual Total** | 19 0.01 | 0 0.00 | 19 0.01 |

**Environmental Quality**

| | | | Low | Medium | ATTR Total |
|---|---|---|---|---|---|
| Environmental Quality | Metro B Desktop Support | Anthony Booyse | 10<br>1.22 | 0<br>0.00 | 10<br>1.22 |
| | | Austin Farey | 4<br>2.50 | 1<br>0.16 | 5<br>2.03 |
| | | Bill Crowther | 23<br>0.80 | 0<br>0.00 | 23<br>0.80 |
| | | Cindy Reed | 1<br>0.89 | 0<br>0.00 | 1<br>0.89 |
| | | Jay Locker | 13<br>0.57 | 0<br>0.00 | 13<br>0.57 |
| | | Mike Wilde | 6<br>1.35 | 1<br>0.30 | 7<br>1.20 |
| | | Peter Musser | 7<br>1.10 | 0<br>0.00 | 7<br>1.10 |
| | | Sean Chadbourne | 2<br>0.31 | 0<br>0.00 | 2<br>0.31 |
| | | Stephanie Young | 5<br>0.87 | 0<br>0.00 | 5<br>0.87 |
| | | Tyler Pearce | 3<br>0.24 | 0<br>0.00 | 3<br>0.24 |
| | | **Assigned to Individual Total** | 74<br>0.95 | 2<br>0.23 | 76<br>0.93 |
| | Metro B Help Desk | Gary Graham | 7<br>0.15 | 0<br>0.00 | 7<br>0.15 |
| | | Janet Hongsyvilay | 2<br>0.01 | 0<br>0.00 | 2<br>0.01 |
| | | Tyler Pearce | 21<br>0.33 | 0<br>0.00 | 21<br>0.33 |

**Environmental Quality**

| | | | Low | Medium | ATTR Total |
|---|---|---|---|---|---|
| Environmental Quality | Metro B Help Desk | Val Shepherd | 11<br>0.05 | 0<br>0.00 | 11<br>0.05 |
| | | **Assigned to Individual Total** | 41<br>0.21 | 0<br>0.00 | 41<br>0.21 |
| | Metro C Help Desk | Reed Stohel | 1<br>0.00 | 0<br>0.00 | 1<br>0.00 |
| | | **Assigned to Individual Total** | 1<br>0.00 | 0<br>0.00 | 1<br>0.00 |
| | Metro C West Desktop Support | Torrens Arnold | 1<br>0.00 | 0<br>0.00 | 1<br>0.00 |
| | | **Assigned to Individual Total** | 1<br>0.00 | 0<br>0.00 | 1<br>0.00 |
| | Metro D Hosting | Sean McMillan | 1<br>3.62 | 0<br>0.00 | 1<br>3.62 |
| | | **Assigned to Individual Total** | 1<br>3.62 | 0<br>0.00 | 1<br>3.62 |
| | Network Operations | Dave Bodily | 1<br>156.84 | 0<br>0.00 | 1<br>156.84 |
| | | Jeff Reed | 1<br>73.48 | 0<br>0.00 | 1<br>73.48 |
| | | **Assigned to Individual Total** | 2<br>115.16 | 0<br>0.00 | 2<br>115.16 |
| | Strategic Communications | Kerry Williamson | 1<br>0.12 | 0<br>0.00 | 1<br>0.12 |
| | | Luis Larios | 4<br>5.94 | 0<br>0.00 | 4<br>5.94 |
| | | **Assigned to Individual Total** | 5<br>4.78 | 0<br>0.00 | 5<br>4.78 |

**Environmental Quality**

| | | | Low | Medium | ATTR Total |
|---|---|---|---|---|---|
| Environmental Quality | Technical Lead/Project Manager | Martin Gonzalez | 1 12.59 | 0 0.00 | 1 12.59 |
| | | **Assigned to Individual Total** | 1 12.59 | 0 0.00 | 1 12.59 |
| | Voice Operations | Gail Christiansen | 1 1.98 | 0 0.00 | 1 1.98 |
| | | Julie Sabato | 2 1.23 | 0 0.00 | 2 1.23 |
| | | Kelly Johnson | 1 0.30 | 1 | 2 0.30 |
| | | Leon Owen | 4 1.15 | 0 0.00 | 4 1.15 |
| | | Romanza Hamblin Sorensen | 2 0.65 | 0 0.00 | 2 0.65 |
| | | **Assigned to Individual Total** | 10 1.06 | 1 | 11 1.06 |
| | Voice/Data/WAN Services | Greg Blessing | 1 1.56 | 0 0.00 | 1 1.56 |
| | | Spencer Blodgett | 1 0.08 | 0 0.00 | 1 0.08 |
| | | **Assigned to Individual Total** | 2 0.82 | 0 0.00 | 2 0.82 |
| | **Assigned Group Total** | | 163 2.46 | 3 0.23 | 166 2.43 |
| **Customer Company Total** | | | 163 2.46 | 3 0.23 | 166 2.43 |

## Environmental Quality

Detail

| | | | | | | | | |
|---|---|---|---|---|---|---|---|---|
| INC000000516898 | David Wheeler | Application | None | None | | | TIR Missed: No | 0.00 |
| | Network Operations | Jeff Reed | Environmental Quality | Low | Closed | | TTR Missed: Yes | 73.48 |
| INC000000551152 | Daniela Walsh | Telecom | None | None | | | TIR Missed: No | 0.23 |
| | Voice Operations | Leon Owen | Environmental Quality | Low | Closed | | TTR Missed: No | 1.01 |
| INC000000551600 | Ilene Staker | Application | Reporting | None | | | TIR Missed: No | 0.59 |
| | Voice Operations | Leon Owen | Environmental Quality | Low | Closed | | TTR Missed: No | 2.43 |
| INC000000552985 | Mat Carlile | Application | None | Novell GroupWise | | | TIR Missed: No | 0.31 |
| | Application Services | Martin Gonzalez | Environmental Quality | Low | Closed | | TTR Missed: Yes | 24.38 |
| INC000000553360 | Elden Olsen | PC/Laptop | Error | None | | | TIR Missed: No | 0.72 |
| | Metro B Desktop Support | Bill Crowther | Environmental Quality | Low | Closed | | TTR Missed: No | 0.74 |
| INC000000553828 | JJ Trussell | None | None | None | | | TIR Missed: No | 0.08 |
| | Network Operations | Dave Bodily | Environmental Quality | Low | Resolved | | TTR Missed: Yes | 156.84 |
| INC000000555222 | Brock Lebaron | Application | None | Novell GroupWise | | | TIR Missed: No | 0.00 |
| | Metro B Help Desk | Val Shepherd | Environmental Quality | Low | Closed | | TTR Missed: No | 0.06 |
| INC000000555603 | Melissa Yazhe | Telecom | Voice Mail | Telephone | | | TIR Missed: No | 0.24 |
| | Voice Operations | Romanza Hamblin Sorensen | Environmental Quality | Low | Closed | | TTR Missed: No | 0.78 |
| INC000000555623 | Molly Bringhurst | Telecom | IP | Telephone | | | TIR Missed: No | 0.19 |
| | Voice Operations | Leon Owen | Environmental Quality | Low | Closed | | TTR Missed: No | 0.70 |
| INC000000555695 | Jeri P Olsen | None | None | None | | | TIR Missed: No | 0.16 |
| | Metro B Desktop Support | Austin Farey | Environmental Quality | Medium | Closed | | TTR Missed: No | 0.16 |
| INC000000555836 | Alex Pashley | PC/Laptop | None | None | | | TIR Missed: No | 0.63 |
| | Metro B Desktop Support | Cindy Reed | Environmental Quality | Low | Closed | | TTR Missed: No | 0.89 |
| INC000000555997 | Glade Sowards | Network | Error | None | | | TIR Missed: No | 0.00 |
| | Metro B Help Desk | Janet Hongsyvilay | Environmental Quality | Low | Closed | | TTR Missed: No | 0.01 |
| INC000000556012 | Leah Ann Lamb | Mobile Devices | Error | Droid | | | TIR Missed: No | 0.65 |
| | Application Services | Dustin Crump | Environmental Quality | Low | Closed | | TTR Missed: No | 3.27 |
| INC000000556218 | Brent D Shaw | Network | Error | None | | | TIR Missed: No | 0.00 |
| | Metro B Help Desk | Janet Hongsyvilay | Environmental Quality | Low | Closed | | TTR Missed: No | 0.00 |
| INC000000556296 | Svetlana Kopytkovskiy | Application | Error | None | | | TIR Missed: No | 0.13 |
| | Metro B Desktop Support | Mike Wilde | Environmental Quality | Low | Closed | | TTR Missed: No | 0.55 |
| INC000000556353 | Judy Etherington | Print/Copy/Scan/Fax | Error Code | None | | | TIR Missed: No | 0.31 |
| | Metro B Desktop Support | Mike Wilde | Environmental Quality | Low | Closed | | TTR Missed: No | 1.85 |

## Environmental Quality

| INC000000556511 | Mark Berger | Application | None | Adobe Acrobat | | TIR Missed: No | 0.13 |
|---|---|---|---|---|---|---|---|
| | Metro B Desktop Support | Mike Wilde | Environmental Quality | Low | Closed | TTR Missed: No | 0.65 |
| INC000000556761 | Karma Kehler | None | None | Microsoft Access | | TIR Missed: No | 0.27 |
| | Metro B Desktop Support | Stephanie Young | Environmental Quality | Low | Closed | TTR Missed: No | 0.31 |
| INC000000556859 | Benjamin Brown | Network | Password | Novell Client for 32-bit Windows | | TIR Missed: No | 0.00 |
| | Metro B Help Desk | Val Shepherd | Environmental Quality | Low | Closed | TTR Missed: No | 0.00 |
| INC000000557198 | Loren Morton | Network | Password | Novell Client for 32-bit Windows | | TIR Missed: No | 0.00 |
| | Metro B Help Desk | Val Shepherd | Environmental Quality | Low | Closed | TTR Missed: No | 0.00 |
| INC000000557405 | Stacy Carroll | None | None | None | | TIR Missed: No | 0.22 |
| | Metro B Help Desk | Tyler Pearce | Environmental Quality | Low | Closed | TTR Missed: No | 0.22 |
| INC000000557408 | David Hansen | Network | Incident | Novell Client for 32-bit Windows | | TIR Missed: No | 0.00 |
| | Metro B Help Desk | Val Shepherd | Environmental Quality | Low | Closed | TTR Missed: No | 0.00 |
| INC000000557410 | Alisa Westenskow | None | None | None | | TIR Missed: No | 0.21 |
| | Metro B Help Desk | Tyler Pearce | Environmental Quality | Low | Closed | TTR Missed: No | 0.21 |
| INC000000557412 | Michael Moss | None | None | None | | TIR Missed: No | 0.44 |
| | Metro B Desktop Support | Jay Locker | Environmental Quality | Low | Closed | TTR Missed: No | 0.66 |
| INC000000557445 | Sandy Dixon | Network | Incident | None | | TIR Missed: No | 0.00 |
| | Metro B Help Desk | Val Shepherd | Environmental Quality | Low | Closed | TTR Missed: No | 0.00 |
| INC000000557473 | Beverly Rasmussen | Telecom | Dial Tone | None | | TIR Missed: No | 0.00 |
| | Voice Operations | Kelly Johnson | Environmental Quality | Medium | Closed | TTR Missed: No | 0.00 |
| INC000000557538 | Heather Mickelson | None | None | None | | TIR Missed: No | 0.00 |
| | Metro B Help Desk | Gary Graham | Environmental Quality | Low | Closed | TTR Missed: No | 0.00 |
| INC000000557572 | Loren Morton | Application | None | Adobe Acrobat | | TIR Missed: No | 0.11 |
| | Metro B Desktop Support | Bill Crowther | Environmental Quality | Low | Closed | TTR Missed: No | 0.55 |
| INC000000557595 | Frank Stehno | Telecom | Dial Tone | Telephone | | TIR Missed: Yes | 1.46 |
| | Voice Operations | Julie Sabato | Environmental Quality | Low | Closed | TTR Missed: No | 1.46 |
| INC000000557601 | Amanda Smith | Network | Performance | None | | TIR Missed: No | 0.06 |
| | Metro B Help Desk | Tyler Pearce | Environmental Quality | Low | Closed | TTR Missed: No | 0.06 |
| INC000000557622 | ellen nagle | PC/Laptop | Error | None | | TIR Missed: No | 0.00 |
| | Metro B Desktop Support | Bill Crowther | Environmental Quality | Low | Closed | TTR Missed: No | 0.43 |
| INC000000557649 | Paul Harding | Application | Password | Novell GroupWise | | TIR Missed: No | 0.33 |
| | Metro B Help Desk | Tyler Pearce | Environmental Quality | Low | Closed | TTR Missed: No | 0.33 |
| INC000000557765 | Judy Etherington | None | None | Adobe Acrobat | | TIR Missed: No | 0.31 |
| | Metro B Desktop Support | Jay Locker | Environmental Quality | Low | Closed | TTR Missed: No | 0.31 |

**Environmental Quality**

| INC000000557894 | Michael Moss | None | None | None | | TIR Missed: No | 0.40 |
| Metro B Desktop Support | | Bill Crowther | Environmental Quality | Low | Closed | TTR Missed: No | 1.06 |
| INC000000557969 | Teri Weiss | PC/Laptop | Hardware | None | | TIR Missed: No | 0.00 |
| Help Desk | | Vicky Marrelli | Environmental Quality | Low | Closed | TTR Missed: No | 0.00 |
| INC000000557987 | William Andes | Application | Error | Novell Client for 32-bit Windows | | TIR Missed: No | 0.00 |
| Help Desk | | Vicky Marrelli | Environmental Quality | Low | Closed | TTR Missed: No | 0.00 |
| INC000000558126 | Michael Georgeson | Network | Incident | None | | TIR Missed: No | 0.80 |
| Metro B Help Desk | | Gary Graham | Environmental Quality | Low | Closed | TTR Missed: No | 0.80 |
| INC000000558213 | Neil Taylor | Application | Error | ArcGIS Server Applications | | TIR Missed: No | 0.22 |
| Metro B Desktop Support | | Jay Locker | Environmental Quality | Low | Closed | TTR Missed: No | 0.48 |
| INC000000558409 | Melissa Yazhe | None | None | None | | TIR Missed: No | 0.00 |
| Metro B Desktop Support | | Tyler Pearce | Environmental Quality | Low | Closed | TTR Missed: No | 0.00 |
| INC000000558573 | Harry D Campbell | Application | Error | None | | TIR Missed: No | 0.15 |
| Metro B Desktop Support | | Jay Locker | Environmental Quality | Low | Closed | TTR Missed: No | 0.18 |
| INC000000558609 | Jule Fausto | Network | Incident | Novell Client for 32-bit Windows | | TIR Missed: No | 0.00 |
| Help Desk | | James Stearns | Environmental Quality | Low | Closed | TTR Missed: No | 0.00 |
| INC000000558625 | Jule Fausto | Application | Password | Utah Master Directory | | TIR Missed: No | 0.00 |
| Help Desk | | Brenda Treadway | Environmental Quality | Low | Closed | TTR Missed: No | 0.00 |
| INC000000558635 | Jeri P Olsen | PC/Laptop | None | None | | TIR Missed: No | 0.13 |
| Metro B Desktop Support | | Bill Crowther | Environmental Quality | Low | Closed | TTR Missed: No | 0.54 |
| INC000000558703 | Connie Rauen | Application | Error | Proofpoint Email Security | | TIR Missed: Yes | 2.63 |
| Application Services | | Martin Gonzalez | Environmental Quality | Low | Closed | TTR Missed: No | 3.13 |
| INC000000558725 | Robin V Davis | PC/Laptop | Password | None | | TIR Missed: No | 0.26 |
| Metro B Help Desk | | Tyler Pearce | Environmental Quality | Low | Closed | TTR Missed: No | 0.26 |
| INC000000558751 | Jinnie Edgar | Application | Error | None | | TIR Missed: No | 0.00 |
| Help Desk | | Vicky Marrelli | Environmental Quality | Low | Closed | TTR Missed: No | 0.00 |
| INC000000558891 | Loren Morton | Print/Copy/Scan/Fax | Incident | None | | TIR Missed: No | 0.33 |
| Metro B Desktop Support | | Stephanie Young | Environmental Quality | Low | Closed | TTR Missed: No | 1.16 |
| INC000000559061 | Melissa Yazhe | Print/Copy/Scan/Fax | Incident | None | | TIR Missed: No | 0.10 |
| Metro B Desktop Support | | Bill Crowther | Environmental Quality | Low | Closed | TTR Missed: No | 0.39 |
| INC000000559077 | Eric Baiden | None | None | None | | TIR Missed: No | 0.58 |
| Metro D Hosting | | Sean McMillan | Environmental Quality | Low | Closed | TTR Missed: No | 3.62 |
| INC000000559292 | Jason Krebs | Application | Error | None | | TIR Missed: No | 0.00 |
| Metro B Desktop Support | | Bill Crowther | Environmental Quality | Low | Closed | TTR Missed: No | 0.71 |

## Environmental Quality

| INC000000559362 | John Waldrip | None | None | None | | TIR Missed: No | 0.04 |
|---|---|---|---|---|---|---|---|
| Metro B Help Desk | Tyler Pearce | Environmental Quality | Low | Closed | | TTR Missed: No | 0.04 |
| INC000000559568 | Philip Harrison | PC/Laptop | Hardware | None | | TIR Missed: No | 0.00 |
| Metro B Desktop Support | Bill Crowther | Environmental Quality | Low | Closed | | TTR Missed: No | 0.32 |
| INC000000559586 | Loren Morton | PC/Laptop | Error | None | | TIR Missed: No | 0.57 |
| Metro B Desktop Support | Stephanie Young | Environmental Quality | Low | Closed | | TTR Missed: No | 2.09 |
| INC000000559589 | Craig W Jones | PC/Laptop | Error | None | | TIR Missed: Yes | 1.12 |
| Metro B Help Desk | Tyler Pearce | Environmental Quality | Low | Closed | | TTR Missed: No | 1.12 |
| INC000000559668 | Jalynn Knudsen | None | None | None | | TIR Missed: No | 0.26 |
| Help Desk | James Stearns | Environmental Quality | Low | Closed | | TTR Missed: No | 0.26 |
| INC000000559702 | Craig W Jones | None | None | None | | TIR Missed: No | 0.00 |
| Metro B Help Desk | Tyler Pearce | Environmental Quality | Low | Closed | | TTR Missed: No | 0.00 |
| INC000000559717 | Megan K Walsh | Application | Password | ZENworks for Desktops | | TIR Missed: No | 0.00 |
| Help Desk | Vicky Marrelli | Environmental Quality | Low | Closed | | TTR Missed: No | 0.00 |
| INC000000559735 | Judy Etherington | PC/Laptop | Performance | None | | TIR Missed: No | 0.12 |
| Metro B Desktop Support | Jay Locker | Environmental Quality | Low | Closed | | TTR Missed: No | 0.12 |
| INC000000559909 | Gary Harris | None | None | None | | TIR Missed: No | 0.00 |
| Help Desk | James Stearns | Environmental Quality | Low | Closed | | TTR Missed: No | 0.00 |
| INC000000559964 | Nicole Carrell | EIS Hardware | Printer | None | | TIR Missed: No | 0.03 |
| Strategic Communications | Luis Larios | Environmental Quality | Low | Closed | | TTR Missed: No | 5.26 |
| INC000000560228 | Robert Ford | Application | Password | PGP | | TIR Missed: No | 0.00 |
| Metro B Help Desk | Val Shepherd | Environmental Quality | Low | Closed | | TTR Missed: No | 0.00 |
| INC000000560548 | Nicole Carrell | Print/Copy/Scan/Fax | Incident | None | | TIR Missed: No | 0.47 |
| Metro B Desktop Support | Stephanie Young | Environmental Quality | Low | Closed | | TTR Missed: No | 0.78 |
| INC000000561071 | James Harris | Telecom | Voice Mail | Telephone | | TIR Missed: No | 0.45 |
| Voice Operations | Leon Owen | Environmental Quality | Low | Closed | | TTR Missed: No | 0.45 |
| INC000000561331 | Dean Henderson | Network | Password | None | | TIR Missed: No | 0.00 |
| Metro B Desktop Support | Bill Crowther | Environmental Quality | Low | Closed | | TTR Missed: No | 0.03 |
| INC000000561588 | Linda Matulich | Application | Password | None | | TIR Missed: No | 0.65 |
| Metro B Desktop Support | Bill Crowther | Environmental Quality | Low | Closed | | TTR Missed: No | 2.26 |
| INC000000561812 | Dale Jorgensen | Telecom | Feature | Telephone | | TIR Missed: No | 0.24 |
| Voice Operations | Kelly Johnson | Environmental Quality | Low | Closed | | TTR Missed: No | 0.30 |
| INC000000562036 | Michael Grange | PC/Laptop | None | None | | TIR Missed: No | 0.64 |
| Metro B Desktop Support | Jay Locker | Environmental Quality | Low | Closed | | TTR Missed: No | 1.08 |

**Environmental Quality**

| INC000000562101 | Bruce Hagans | Application | None | Microsoft Word | TIR Missed: No | 0.31 |
| | Metro B Desktop Support | Jay Locker | Environmental Quality | Low | Closed | TTR Missed: No | 0.31 |
| INC000000562205 | Patrick Barickman | None | None | Symantec AntiVirus | TIR Missed: No | 0.28 |
| | Metro B Desktop Support | Peter Musser | Environmental Quality | Low | Closed | TTR Missed: No | 0.31 |
| INC000000562277 | Rusty Lundberg | Application | Error | WordPerfect Office 2002 | TIR Missed: No | 0.28 |
| | Metro B Desktop Support | Jay Locker | Environmental Quality | Low | Closed | TTR Missed: No | 0.52 |
| INC000000562306 | Emily Canton | None | None | None | TIR Missed: No | 0.63 |
| | Metro B Desktop Support | Sean Chadbourne | Environmental Quality | Low | Closed | TTR Missed: No | 0.63 |
| INC000000562514 | Beverly Rasmussen | None | None | None | TIR Missed: No | 0.00 |
| | Metro B Desktop Support | Stephanie Young | Environmental Quality | Low | Closed | TTR Missed: No | 0.00 |
| INC000000562781 | David Wheeler | Application | Password | State Payroll Time Entry System | TIR Missed: No | 0.00 |
| | Help Desk | Eileen Dubach | Environmental Quality | Low | Closed | TTR Missed: No | 0.00 |
| INC000000562815 | Lenora Sullivan | Network | Error | Novell Client for 32-bit Windows | TIR Missed: No | 0.52 |
| | Metro B Desktop Support | Jay Locker | Environmental Quality | Low | Closed | TTR Missed: No | 0.93 |
| INC000000562831 | Paul Mcconkie | None | None | Novell GroupWise | TIR Missed: No | 0.00 |
| | Metro B Help Desk | Gary Graham | Environmental Quality | Low | Closed | TTR Missed: No | 0.13 |
| INC000000562975 | David Bird | Print/Copy/Scan/Fax | None | None | TIR Missed: No | 0.11 |
| | Metro B Desktop Support | Anthony Booyse | Environmental Quality | Low | Closed | TTR Missed: No | 2.76 |
| INC000000563015 | Robert Neal Olson | None | None | None | TIR Missed: No | 0.00 |
| | Metro B Desktop Support | Peter Musser | Environmental Quality | Low | Closed | TTR Missed: No | 0.00 |
| INC000000563447 | Edith VanVleet | None | None | None | TIR Missed: No | 0.00 |
| | Metro B Desktop Support | Anthony Booyse | Environmental Quality | Low | Closed | TTR Missed: N/A | |
| INC000000563452 | Robert Ford | None | None | None | TIR Missed: No | 0.00 |
| | Metro B Desktop Support | Anthony Booyse | Environmental Quality | Low | Closed | TTR Missed: No | 2.22 |
| INC000000563453 | Penny Flake | None | None | None | TIR Missed: No | 0.00 |
| | Metro B Desktop Support | Anthony Booyse | Environmental Quality | Low | Closed | TTR Missed: No | 2.33 |
| INC000000563456 | Sandy Dixon | None | None | None | TIR Missed: No | 0.00 |
| | Metro B Desktop Support | Peter Musser | Environmental Quality | Low | Closed | TTR Missed: No | 2.23 |
| INC000000563470 | Joseph Randolph | Network | Incident | None | TIR Missed: No | 0.00 |
| | Metro B Desktop Support | Anthony Booyse | Environmental Quality | Low | Closed | TTR Missed: No | 2.52 |
| INC000000563471 | Camron Harry | PC/Laptop | Error | None | TIR Missed: No | 0.00 |
| | Metro B Desktop Support | Peter Musser | Environmental Quality | Low | Closed | TTR Missed: No | 2.32 |
| INC000000563474 | Dave A Rupp | Network | Incident | None | TIR Missed: No | 0.00 |
| | Metro B Desktop Support | Anthony Booyse | Environmental Quality | Low | Closed | TTR Missed: No | 2.19 |

**Environmental Quality**

| INC000000563476 | Robert Neal Olson | Network | None | Novell Client for 32-bit Windows | TIR Missed: No | 0.00 |
| | Metro B Desktop Support | Peter Musser | Environmental Quality | Low | Closed | TTR Missed: No | 2.24 |
| INC000000563495 | Tina Mercer | Application | Error | None | TIR Missed: No | 0.00 |
| | Metro B Desktop Support | Anthony Booyse | Environmental Quality | Low | Closed | TTR Missed: No | 0.50 |
| INC000000563525 | John Waldrip | Application | Error | None | TIR Missed: No | 0.00 |
| | Metro B Desktop Support | Anthony Booyse | Environmental Quality | Low | Closed | TTR Missed: No | 0.49 |
| INC000000563565 | Karma Kehler | Network | Error | None | TIR Missed: No | 0.00 |
| | Metro B Desktop Support | Anthony Booyse | Environmental Quality | Low | Closed | TTR Missed: No | 0.16 |
| INC000000563641 | John Waldrip | Application | Reporting | None | TIR Missed: No | 0.36 |
| | Metro B Desktop Support | Jay Locker | Environmental Quality | Low | Closed | TTR Missed: No | 0.85 |
| INC000000563644 | Doug Taylor | Network | Error | Novell Client for 32-bit Windows | TIR Missed: No | 0.41 |
| | Metro B Desktop Support | Mike Wilde | Environmental Quality | Low | Closed | TTR Missed: No | 0.49 |
| INC000000563679 | Steven Onysko | Network | Error | Novell eDirectory | TIR Missed: No | 0.13 |
| | Metro B Desktop Support | Anthony Booyse | Environmental Quality | Low | Closed | TTR Missed: No | 0.13 |
| INC000000563829 | Kate E Johnson | Telecom | Call Management | Telephone | TIR Missed: No | 0.29 |
| | Voice Operations | Gail Christiansen | Environmental Quality | Low | Closed | TTR Missed: No | 1.98 |
| INC000000564042 | Neil Taylor | Print/Copy/Scan/Fax | None | None | TIR Missed: No | 0.19 |
| | Metro B Desktop Support | Jay Locker | Environmental Quality | Low | Closed | TTR Missed: No | 0.38 |
| INC000000564062 | Toby Hooker | Application | None | Microsoft Word | TIR Missed: No | 0.26 |
| | Metro B Desktop Support | Jay Locker | Environmental Quality | Low | Closed | TTR Missed: No | 0.88 |
| INC000000564123 | Jeanell Collings | Application | None | None | TIR Missed: No | 0.58 |
| | Metro B Desktop Support | Jay Locker | Environmental Quality | Low | Resolved | TTR Missed: No | 0.70 |
| INC000000564393 | Paul Krauth | PC/Laptop | Performance | None | TIR Missed: No | 0.41 |
| | Metro B Desktop Support | Bill Crowther | Environmental Quality | Low | Closed | TTR Missed: No | 0.66 |
| INC000000564425 | Kathryn Dozier | Print/Copy/Scan/Fax | Incident | None | TIR Missed: No | 0.15 |
| | Metro B Desktop Support | Bill Crowther | Environmental Quality | Low | Closed | TTR Missed: No | 0.43 |
| INC000000564431 | Jeanell Collings | Telecom | Dial Tone | Telephone | TIR Missed: No | 0.31 |
| | Voice/Data/WAN Services | Greg Blessing | Environmental Quality | Low | Closed | TTR Missed: No | 1.56 |
| INC000000564433 | Suzan Tahir | Network | Error | Novell Client for 32-bit Windows | TIR Missed: No | 0.53 |
| | Metro B Desktop Support | Bill Crowther | Environmental Quality | Low | Closed | TTR Missed: No | 1.30 |
| INC000000564435 | Joan Thalmann | Network | None | None | TIR Missed: No | 0.78 |
| | Metro B Desktop Support | Bill Crowther | Environmental Quality | Low | Closed | TTR Missed: No | 1.31 |
| INC000000564441 | Luke Barney | Network | Incident | Novell Client for 32-bit Windows | TIR Missed: No | 0.54 |
| | Metro B Desktop Support | Bill Crowther | Environmental Quality | Low | Closed | TTR Missed: No | 1.09 |

### Environmental Quality

| INC000000564452 | Mark Schmitz | Server | None | Department of Public Safety Re: | TIR Missed: No | 0.00 |
|---|---|---|---|---|---|---|
| Help Desk | Eileen Dubach | Environmental Quality | Low | Closed | TTR Missed: No | 0.00 |
| INC000000564454 | Teri Weiss | Print/Copy/Scan/Fax | Error Code | None | TIR Missed: No | 0.20 |
| Metro B Desktop Support | Bill Crowther | Environmental Quality | Low | Closed | TTR Missed: No | 1.00 |
| INC000000564458 | Sharon Anderson | Print/Copy/Scan/Fax | None | None | TIR Missed: No | 0.12 |
| Metro B Desktop Support | Bill Crowther | Environmental Quality | Low | Closed | TTR Missed: No | 0.95 |
| INC000000564460 | Kathryn Dozier | EIS Hardware | None | None | TIR Missed: No | 0.11 |
| Strategic Communications | Luis Larios | Environmental Quality | Low | Closed | TTR Missed: Yes | 6.90 |
| INC000000564636 | Gwyn Galloway | None | None | None | TIR Missed: No | 0.06 |
| Metro B Desktop Support | Mike Wilde | Environmental Quality | Medium | Closed | TTR Missed: No | 0.30 |
| INC000000564839 | David Esser | Network | Error | Novell Client for 32-bit Windows | TIR Missed: No | 0.04 |
| Metro B Help Desk | Tyler Pearce | Environmental Quality | Low | Closed | TTR Missed: No | 0.04 |
| INC000000565033 | Joseph Randolph | Network | None | Novell Client for 32-bit Windows | TIR Missed: No | 0.15 |
| Metro B Help Desk | Tyler Pearce | Environmental Quality | Low | Closed | TTR Missed: No | 0.15 |
| INC000000565048 | Trisha Johnson | Application | Error | Novell GroupWise | TIR Missed: No | 0.72 |
| Metro B Help Desk | Tyler Pearce | Environmental Quality | Low | Closed | TTR Missed: No | 0.72 |
| INC000000565120 | Kari Lundeen | Print/Copy/Scan/Fax | None | None | TIR Missed: No | 0.27 |
| Metro B Help Desk | Tyler Pearce | Environmental Quality | Low | Closed | TTR Missed: No | 0.27 |
| INC000000565178 | David Wilson | None | None | State Payroll Time Entry System | TIR Missed: No | 0.00 |
| Metro B Help Desk | Gary Graham | Environmental Quality | Low | Closed | TTR Missed: No | 0.00 |
| INC000000565259 | Nicole Carrell | Print/Copy/Scan/Fax | Incident | None | TIR Missed: No | 0.61 |
| Metro B Desktop Support | Peter Musser | Environmental Quality | Low | Resolved | TTR Missed: No | 0.61 |
| INC000000565402 | Nathan Hall | Network | Password | Novell Client for 32-bit Windows | TIR Missed: No | 0.00 |
| Metro B Help Desk | Val Shepherd | Environmental Quality | Low | Closed | TTR Missed: No | 0.00 |
| INC000000565596 | Joseph Randolph | Network | Error | Novell Client for 32-bit Windows | TIR Missed: No | 0.19 |
| Metro B Help Desk | Tyler Pearce | Environmental Quality | Low | Resolved | TTR Missed: No | 0.19 |
| INC000000565619 | Joel Karmazyn | Application | Error | Novell GroupWise | TIR Missed: Yes | 1.57 |
| Application Services | Tony Larsen | Environmental Quality | Low | Resolved | TTR Missed: No | 1.81 |
| INC000000565669 | Christine Osborne | Network | Error | Novell Client for 32-bit Windows | TIR Missed: No | 0.00 |
| Help Desk | Brenda Treadway | Environmental Quality | Low | Resolved | TTR Missed: No | 0.00 |
| INC000000565768 | Keith E Eagan | PC/Laptop | Hardware | None | TIR Missed: No | 0.12 |
| Metro B Desktop Support | Anthony Booyse | Environmental Quality | Low | Resolved | TTR Missed: No | 0.12 |
| INC000000566086 | Jeanell Collings | None | None | None | TIR Missed: No | 0.28 |
| Metro B Desktop Support | Mike Wilde | Environmental Quality | Low | Resolved | TTR Missed: No | 0.87 |

## Environmental Quality

| INC000000566152 | Elden Olsen | PC/Laptop | Error | None | | TIR Missed: No | 0.00 |
| | Metro B Desktop Support | Bill Crowther | Environmental Quality | Low | Resolved | TTR Missed: No | 0.23 |
| INC000000566160 | Kate E Johnson | Telecom | Call/Receive | None | | TIR Missed: No | 0.08 |
| | Voice/Data/WAN Services | Spencer Blodgett | Environmental Quality | Low | Resolved | TTR Missed: No | 0.08 |
| INC000000566230 | Eileen Brennan | Application | Error | Novell Messenger | | TIR Missed: No | 0.00 |
| | Help Desk | Brenda Treadway | Environmental Quality | Low | Resolved | TTR Missed: No | 0.00 |
| INC000000566629 | Elisa Smith | EIS Hardware | Scanner | None | | TIR Missed: No | 0.12 |
| | Strategic Communications | Kerry Williamson | Environmental Quality | Low | Resolved | TTR Missed: No | 0.12 |
| INC000000566713 | Nicholas Vonstackelberg | Application | Password | Novell Client for 32-bit Windows | TIR Missed: No | 0.00 |
| | Help Desk | Eileen Dubach | Environmental Quality | Low | Resolved | TTR Missed: No | 0.00 |
| INC000000566735 | Steven Onysko | Application | None | Microsoft Office Professional 20 | TIR Missed: No | 0.56 |
| | Metro B Desktop Support | Bill Crowther | Environmental Quality | Low | Resolved | TTR Missed: No | 0.56 |
| INC000000566818 | Toby Hooker | PC/Laptop | Hardware | None | | TIR Missed: No | 0.96 |
| | Metro B Desktop Support | Bill Crowther | Environmental Quality | Low | Resolved | TTR Missed: No | 1.62 |
| INC000000566860 | Steven Onysko | Application | None | Microsoft Word | | TIR Missed: No | 0.53 |
| | Metro B Help Desk | Tyler Pearce | Environmental Quality | Low | Resolved | TTR Missed: No | 0.53 |
| INC000000567063 | David Hansen | None | None | None | | TIR Missed: No | 0.65 |
| | Metro B Help Desk | Tyler Pearce | Environmental Quality | Low | Resolved | TTR Missed: No | 0.65 |
| INC000000567159 | Phillip Goble | Application | Error | None | | TIR Missed: No | 0.00 |
| | Metro B Desktop Support | Bill Crowther | Environmental Quality | Low | Resolved | TTR Missed: No | 0.18 |
| INC000000567332 | Judy Etherington | Network | Password | Novell Client for 32-bit Windows | TIR Missed: No | 0.00 |
| | Help Desk | Brenda Treadway | Environmental Quality | Low | Resolved | TTR Missed: No | 0.00 |
| INC000000567599 | Shane Bekkemellom | None | None | None | | TIR Missed: No | 0.00 |
| | Metro B Help Desk | Tyler Pearce | Environmental Quality | Low | Resolved | TTR Missed: No | 0.00 |
| INC000000567648 | Lisa Mechem | Application | Error | Novell Client for 32-bit Windows | TIR Missed: No | 0.00 |
| | Help Desk | Vicky Marrelli | Environmental Quality | Low | Resolved | TTR Missed: No | 0.00 |
| INC000000567768 | Ralph Bohn | Application | Reporting | Gmail | | TIR Missed: No | 0.52 |
| | Technical Lead/Project Manager | Martin Gonzalez | Environmental Quality | Low | Resolved | TTR Missed: Yes | 12.59 |
| INC000000567933 | Linda Matulich | Application | None | None | | TIR Missed: Yes | 1.31 |
| | Metro B Help Desk | Tyler Pearce | Environmental Quality | Low | Resolved | TTR Missed: No | 1.31 |
| INC000000567942 | Boyd Imai | None | None | None | | TIR Missed: No | 0.00 |
| | Metro B Help Desk | Tyler Pearce | Environmental Quality | Low | Resolved | TTR Missed: No | 0.00 |
| INC000000568085 | Jillian Woolley | Network | Password | Novell Client for 32-bit Windows | TIR Missed: No | 0.00 |
| | Help Desk | Eileen Dubach | Environmental Quality | Low | Resolved | TTR Missed: No | 0.00 |

**Environmental Quality**

| INC000000568890 | Calah Seese | None | None | None | TIR Missed: No | 0.03 |
|---|---|---|---|---|---|---|
| Campus Networking | Robert Ryan | Environmental Quality | Low | Resolved | TTR Missed: No | 3.30 |
| INC000000568924 | Susan Weisenberg | None | None | None | TIR Missed: No | 0.00 |
| Metro B Help Desk | Gary Graham | Environmental Quality | Low | Resolved | TTR Missed: No | 0.00 |
| INC000000569045 | Linda Matulich | Application | Error | None | TIR Missed: No | 0.35 |
| Metro B Desktop Support | Mike Wilde | Environmental Quality | Low | Resolved | TTR Missed: No | 3.69 |
| INC000000569274 | Kathy Barker | Network | Password | Novell Client for 32-bit Windows | TIR Missed: No | 0.00 |
| Metro B Help Desk | Val Shepherd | Environmental Quality | Low | Resolved | TTR Missed: No | 0.00 |
| INC000000569283 | David Beatty | Print/Copy/Scan/Fax | Queue | None | TIR Missed: No | 0.00 |
| Metro B Desktop Support | Bill Crowther | Environmental Quality | Low | Resolved | TTR Missed: No | 0.00 |
| INC000000569292 | Kathy Lundy | PC/Laptop | Performance | None | TIR Missed: No | 0.00 |
| Metro B Desktop Support | Peter Musser | Environmental Quality | Low | Resolved | TTR Missed: No | 0.00 |
| INC000000569304 | Tom Rushing | Network | Password | Novell Client for 32-bit Windows | TIR Missed: No | 0.00 |
| Metro B Help Desk | Val Shepherd | Environmental Quality | Low | Resolved | TTR Missed: No | 0.00 |
| INC000000569363 | Roy Vanos | Application | None | Gmail | TIR Missed: No | 0.03 |
| Application Services | Martin Gonzalez | Environmental Quality | Low | Resolved | TTR Missed: No | 2.23 |
| INC000000569513 | Edith VanVleet | Application | None | Novell GroupWise | TIR Missed: No | 0.50 |
| Metro B Help Desk | Val Shepherd | Environmental Quality | Low | Resolved | TTR Missed: No | 0.53 |
| INC000000569515 | Michael Yang | None | None | None | TIR Missed: No | 0.30 |
| Metro B Desktop Support | Austin Farey | Environmental Quality | Low | Resolved | TTR Missed: Yes | 6.39 |
| INC000000569734 | Jason Krebs | Telecom | None | Telephone | TIR Missed: No | 0.38 |
| Voice Operations | Romanza Hamblin Sorensen | Environmental Quality | Low | Resolved | TTR Missed: No | 0.51 |
| INC000000569865 | Gwyn Galloway | Application | Error | Adobe Acrobat | TIR Missed: No | 0.36 |
| Metro B Desktop Support | Tyler Pearce | Environmental Quality | Low | Resolved | TTR Missed: No | 0.36 |
| INC000000570032 | Dave Wham | Application | Password | Novell Client for 32-bit Windows | TIR Missed: No | 0.00 |
| Help Desk | Vicky Marrelli | Environmental Quality | Low | Resolved | TTR Missed: No | 0.00 |
| INC000000570059 | Shirlie Van Wagoner | None | None | None | TIR Missed: No | 0.00 |
| Metro B Desktop Support | Austin Farey | Environmental Quality | Low | Resolved | TTR Missed: No | 0.61 |
| INC000000570154 | Stacy Carroll | None | None | None | TIR Missed: No | 0.00 |
| Metro B Desktop Support | Sean Chadbourne | Environmental Quality | Low | Resolved | TTR Missed: No | 0.00 |
| INC000000570166 | John Hultquist | Application | Error | None | TIR Missed: No | 0.00 |
| Metro B Desktop Support | Bill Crowther | Environmental Quality | Low | Resolved | TTR Missed: No | 1.99 |
| INC000000570185 | Kate E Johnson | Network | Password | Novell Client for 32-bit Windows | TIR Missed: No | 0.00 |
| Help Desk | Brenda Treadway | Environmental Quality | Low | Resolved | TTR Missed: No | 0.00 |

| Environmental Quality |
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| INC000000570317 | Rusty Lundberg | Network | Password | Novell Client for 32-bit Windows | TIR Missed: No | 0.00 |
| | Help Desk | Brenda Treadway | Environmental Quality | Low | Resolved | TTR Missed: No | 0.00 |
| INC000000570353 | Michael George Jr | Application | Error | Internet Explorer | TIR Missed: No | 0.00 |
| | Metro C Help Desk | Reed Stohel | Environmental Quality | Low | Resolved | TTR Missed: No | 0.00 |
| INC000000570366 | Tom Orth | Telecom | Voice Mail | Telephone | TIR Missed: No | 0.99 |
| | Voice Operations | Julie Sabato | Environmental Quality | Low | Resolved | TTR Missed: No | 0.99 |
| INC000000570503 | Steven Onysko | Application | Error | None | TIR Missed: No | 0.18 |
| | Metro B Help Desk | Tyler Pearce | Environmental Quality | Low | Resolved | TTR Missed: No | 0.67 |
| INC000000570586 | John Hultquist | Application | Error | Google Chrome | TIR Missed: No | 0.60 |
| | Metro B Desktop Support | Austin Farey | Environmental Quality | Low | Resolved | TTR Missed: No | 0.60 |
| INC000000570638 | Gregory Mortensen | Application | Error | Java Media Framework | TIR Missed: No | 0.40 |
| | Metro B Desktop Support | Austin Farey | Environmental Quality | Low | Resolved | TTR Missed: No | 2.40 |
| INC000000570879 | Kim Viehweg | Application | Error | None | TIR Missed: No | 0.00 |
| | Metro B Help Desk | Tyler Pearce | Environmental Quality | Low | Resolved | TTR Missed: No | 0.00 |
| INC000000571059 | Hao Zhu | PC/Laptop | Virus | None | TIR Missed: No | 0.16 |
| | Metro B Help Desk | Tyler Pearce | Environmental Quality | Low | Resolved | TTR Missed: No | 0.16 |
| INC000000571101 | Courtney Youse | Print/Copy/Scan/Fax | Incident | None | TIR Missed: No | 0.00 |
| | Metro C West Desktop Support | Torrens Arnold | Environmental Quality | Low | Resolved | TTR Missed: No | 0.00 |
| INC000000571188 | Nicole Carrell | EIS Hardware | None | None | TIR Missed: No | 0.14 |
| | Strategic Communications | Luis Larios | Environmental Quality | Low | Resolved | TTR Missed: No | 5.29 |
| INC000000571278 | John Whitehead | None | None | Symantec Backup Exec Remote | TIR Missed: No | 0.00 |
| | Metro B Help Desk | Gary Graham | Environmental Quality | Low | Resolved | TTR Missed: No | |
| INC000000571329 | Ying-Ying Macauley | Application | Reporting | Novell GroupWise | TIR Missed: No | 0.36 |
| | Metro B Desktop Support | Tyler Pearce | Environmental Quality | Low | Resolved | TTR Missed: No | 0.36 |
| INC000000571447 | Carlee Christoffersen | EIS Hardware | Printer | None | TIR Missed: Yes | 1.07 |
| | Strategic Communications | Luis Larios | Environmental Quality | Low | Resolved | TTR Missed: Yes | 6.32 |
| INC000000571688 | Rusty Lundberg | None | None | None | TIR Missed: No | 0.00 |
| | Metro B Help Desk | Gary Graham | Environmental Quality | Low | Resolved | TTR Missed: No | 0.00 |
| INC000000571691 | Lori Knudsen | Network | Password | Novell Client for 32-bit Windows | TIR Missed: No | 0.00 |
| | Metro B Help Desk | Val Shepherd | Environmental Quality | Low | Resolved | TTR Missed: No | 0.00 |